

**Easterling, Deborah**

230315

**From:** Easterling, Deborah  
**Sent:** Friday, June 10, 2011 11:41 AM  
**To:** 'W REX JR HODGES'  
**Subject:** RE: Rate increase request for Forty Love Point by Utilities, Inc.

Dear Mr. Hodges,

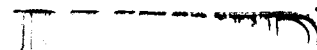
This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

**From:** W REX JR HODGES [<mailto:wrexjr@bellsouth.net>]  
**Sent:** Thursday, June 09, 2011 6:34 PM  
**To:** Contact  
**Cc:** [kkrumrey@lex5.k12.sc.us](mailto:kkrumrey@lex5.k12.sc.us)  
**Subject:** Rate increase request for Forty Love Point by Utilities, Inc.



PSC SC  
MAIL / DMS

Attention: Jocelyn Boyd, Clerk, SC Public Service Commission

Good afternoon Ms Boyd,

I am writing in opposition to the proposed rate increase requested for Forty Love Point Subdivision by Carolina Water Service; IE Utilities, Inc.

I have been a homeowner in the Forty Love Point subdivision since December 1987. During this time I have served in various capacities on the Board of Directors of the HOA and have been active in decisions that have affected the infrastructure of the subdivision and as a result of this involvement, I am keenly aware of all the water associated quality issues we have experienced.

We have on many occasions been subjected to a cloudy, dirty, and sometimes very muddy flow of water into our homes. We have had to endure water with a very musky smell for extended periods, followed by periods of a very strong chlorine taste. Not that the hardness of the water affects the taste, but for extended periods, we have had to endure water that was so hard, it closed off the screens in our shower heads. I have had to replace my hot water heater three times, in addition to having to replace the hot water heating elements at least every two years. This is most likely a result of not testing for water that hardness Utilities, Inc claims is monitor religiously. We have had to endure many "Boil Water" advisories; a situation that in my opinion is indicative of lack of quality control within the system by their maintenance personnel.

I am very concerned that Utilities, Inc has requested a rate increase in this subdivision, particularly since, in my opinion, they have not shown the effort over many years to properly maintain the system and monitor the

quality of water they are making us consume; water that they claim is within acceptable water standards. I am 67 years old and have lived in many regions of the East Coast and have not until living in Forty Love Point experienced the poor water quality conditions we are having to endure.

I strongly object to the Public Service Commission awarding a rate increase to Utilities, Inc until such time that they can convince the residents of this subdivision that their efforts to improve the quality of our water equals their efforts to push this increase through the Commission.

Respectfully,

W Rex Hodges, Jr  
40 Tennis Court  
Chapin, SC 29036